

**441—58.62 (234) Application process.** The process for obtaining assistance from the ticket to hope program is as follows:

**58.62(1)** A person requesting assistance shall contact the Iowa concern hotline by telephone at 1-800-447-1985.

**58.62(2)** The Iowa concern hotline shall gather information and determine eligibility for ticket to hope services based on criteria established in this division.

**58.62(3)** The Iowa concern hotline shall send to each eligible applicant a packet of information that includes:

- a.* An introductory cover letter;
- b.* A list of participating providers;
- c.* An authorization form for one 45- to 50-minute session (valid for 30 days); and
- d.* A demographic data form that includes a unique numeric client identifier.

**58.62(4)** The eligible applicant shall:

- a.* Make an appointment with an approved provider; and
- b.* Give the authorization and demographic data forms to the provider at the time of the appointment.

**58.62(5)** After the eligible applicant meets with the provider, the applicant may call the Iowa concern hotline and receive authorization for up to seven additional sessions. A new authorization form shall be issued for each session.

[ARC 7641B, IAB 3/25/09, effective 3/1/09; ARC 7830B, IAB 6/3/09, effective 7/8/09]